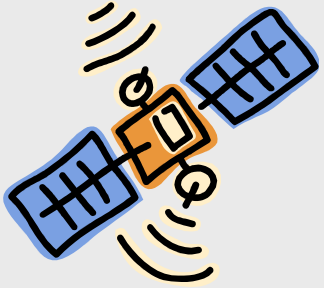




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# Communications Builds Stronger Relationships

*"Claims and Manage Care"*





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## An informed employee is Happier !!!



- Agency (employer) Rules
- Lost time, use of sick & annual leave option
- Submit out of work statements and restrictions
- Advise if you can accommodate their restrictions
- Adjuster contact information
- Medical Management Group



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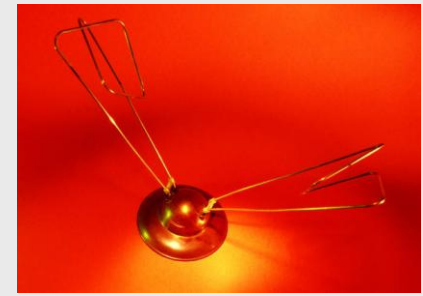


# Informed Policyholders Can Assist Employees!

- Maintain contact with the employee
- Timely provide the Accord Form information to the Medical Manage Group
- Advise SAF of any problems you or the employee are experiencing
- Provide accident information to adjuster
- Submit Form 20
- Accommodate restrictions when you can

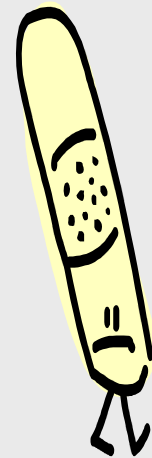


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# Informed Adjusters can better assist employee and employers

- Contact employee & employer with status of claim, informal conference, settlements, etc.
- Maintain contact with the medical management group to ensure the employee is receiving proper and timely care
- Timely responses to any communications from employee and employers





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## Communications improves relations and reduces unnecessary cost!

- Tell the adjuster when the employee returns to work
- Accommodate work restrictions when possible
- Advise of second jobs & if they missed any time from it because of the injury
- Tell the adjuster if you are suspicious about the injury or the claimant
- Assist SAF and our recovery partners, Praxis and RCI, to maximize recoveries.



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## SAF will....

- Conference call to discuss all open claims
- Conference call to discuss settlements
- Workers' Comp 101: Employer and Employees
- Weekly, Monthly, Quarterly Meetings w/ SAF and/or Vendors
- Review Reports



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# Stakeholders

- Injured Workers
- Policyholders
- Medical Service Providers
- Claims Adjusters
- Commission
- Attorneys
- Vendors





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**Thank You!!**



**Questions???????**